ACCEPTED FOR PROCESSING - 2019 June 3 9:10 AM - SCPSC - 2019-190-E - Page 1 of 1

2019-190-E
284965

Redacted Mailing address - [illegible]

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Phone: 803-896-510
Fax: 803-896-519
www.psc.sc.go
Text PSCAGENDAS to 3949
To receive an alert when Meeting Agendas are release

Individual Complaint Form

Date* 05/31/2019

Complainant or Legal Representative Information: * Required Fields

Name * Melinda McKissick

Firm (if applicable)

Mailing Address * nue

City, State Zip * Sumter SC 29150 Phone * 8034681382

E-mail

Name of Utility Involved in Complaint: * Duke Energy Progress

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments
- ☐ Disconnection of Service
- ☐ Service Issue
- ☐ Deposits and Credit Establishment
- ☐ Payment Arrangements
- ☒ Meter Issue
- ☐ Wrong Rate
- ☐ Water Quality
- ☐ Refusal to Connect Service
- ☐ Line Extension Issue
- ☒ Other (be specific) Smart Meter

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Skye

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

In May of 2018, I received a card in the mail frome Duke Energy Progress stating that I would be receiving a new "smart" meter on my property. After doing research on the smart meters and learning of the possible health risks imposed, I decided that I did not want one, so I contacted the DEP Phone # on the card to let them know. I was told that I would be opted out. Now, on May 28, 2019, I received a letter from Duke Energy Progress stating that I will be receiving a smart meter if I don't pay an initial fee of $170.00 and agree to a monthly charge of $14.75 added to my bill each month. My husband is 70 years old and has health problems.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I am requesting that I keep the meter that I currently have without paying additional charges and fees. At present, my husband and I are surviving off of his social security only. It takes a large portion of that just to pay our electric bill to Duke Energy Progress. I also attended the Sumter meeting regarding docket # 2018-318-E

I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Melinda McKissick
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Sumter)
)

VERIFICATION

I, Melinda Mckissick (Complainant's Name *) verify that I have read my complaint filed on 5/31/19 (Date *)

and know the contents thereof, and that said contents are true.

Melinda McKissick
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date

ACCEPTED FOR PROCESSING - 2019 July 12 12:20 PM - SCPSC - 2019-190-E - Page 1 of 2

ACCEPTED FOR PROCESSING - 2019 July 12 12:20 PM - SCPSC - 2019-190-E - Page 2 of 2
ACCEPTED FOR PROCESSING - 2019 June 3 9:10 AM - SCPSC - 2019-190-E - Page 1 of 1

2019-190-E
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Columbia, SC 29210

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Fax: 803-896-5199
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Firm (if applicable)

Mailing Address *

City, State Zip * Sumter SC 29150 Phone * 8034681382

E-mail

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Melinda McKissick
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

VERIFICATION

STATE OF SOUTH CAROLINA)
COUNTY OF Sumter)
)

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Melinda McKissick
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Received By	Date